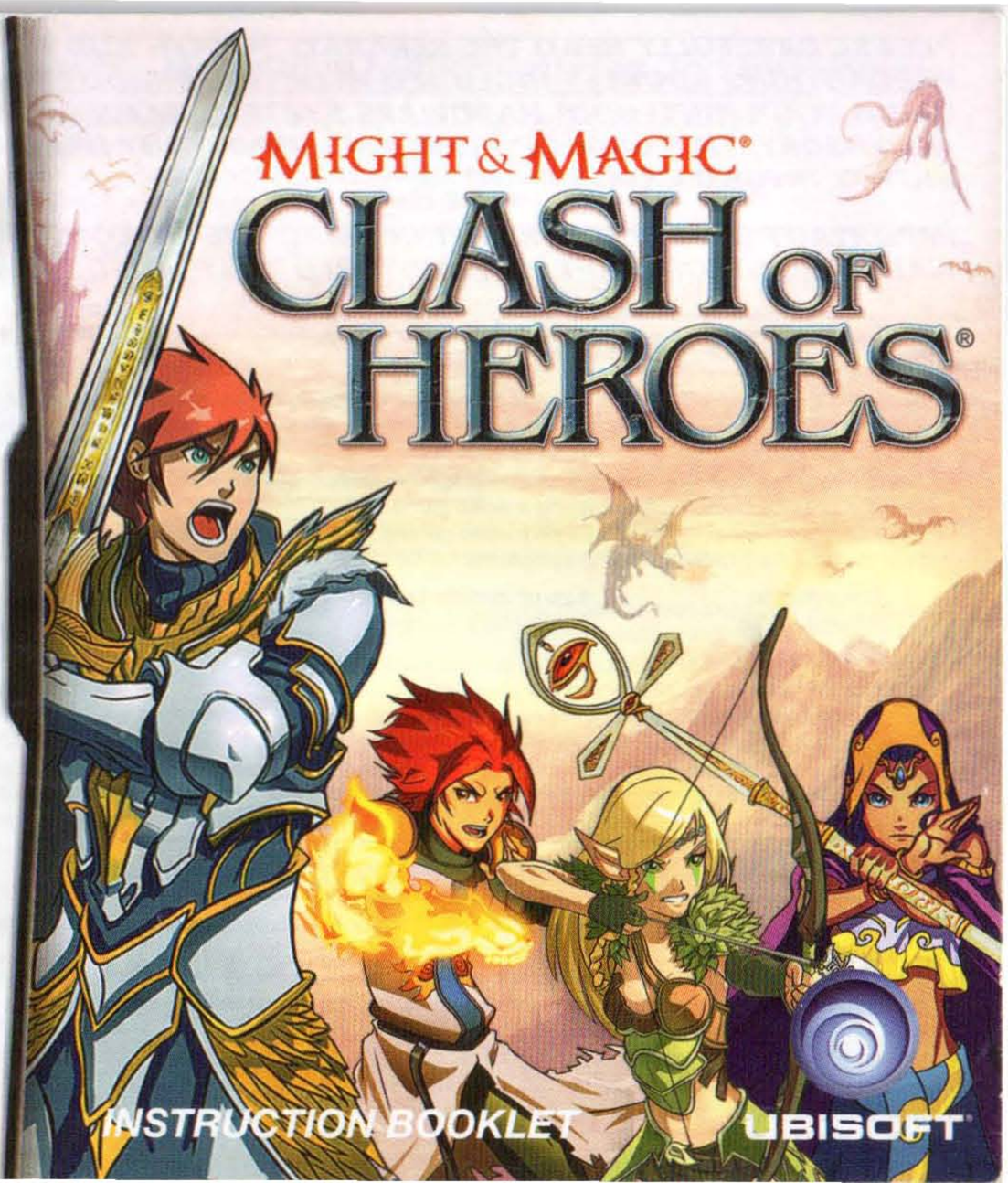
NINTENDO DS™

MIGHT & MAGIC® CLASH OF HEROES®



INSTRUCTION BOOKLET

UBISOFT®

PLEASE CAREFULLY READ THE SEPARATE HEALTH AND SAFETY PRECAUTIONS BOOKLET INCLUDED WITH THIS PRODUCT BEFORE USING YOUR NINTENDO® HARDWARE SYSTEM, GAME CARD OR ACCESSORY. THIS BOOKLET CONTAINS IMPORTANT HEALTH AND SAFETY INFORMATION.

IMPORTANT SAFETY INFORMATION: READ THE FOLLOWING WARNINGS BEFORE YOU OR YOUR CHILD PLAY VIDEO GAMES.

⚠WARNING - Seizures

- Some people (about 1 in 4000) may have seizures or blackouts triggered by light flashes or patterns, and this may occur while they are watching TV or playing video games, even if they have never had a seizure before.
- Anyone who has had a seizure, loss of awareness, or other symptom linked to an epileptic condition should consult a doctor before playing a video game.
- Parents should watch their children play video games. Stop playing and consult a doctor if you or your child has any of the following symptoms:

Convulsions	**Eye or muscle twitching**	**Loss of awareness**
Altered vision	**Involuntary movements**	**Disorientation**

- To reduce the likelihood of a seizure when playing video games:
  1. Sit or stand as far from the screen as possible.
  2. Play video games on the smallest available television screen.
  3. Do not play if you are tired or need sleep.
  4. Play in a well-lit room.
  5. Take a 10 to 15 minute break every hour.

⚠WARNING - Radio Frequency Interference

The Nintendo DS can emit radio waves that can affect the operation of nearby electronics, including cardiac pacemakers.

- Do not operate the Nintendo DS within 9 inches of a pacemaker while using the wireless feature.
- If you have a pacemaker or other implanted medical device, do not use the wireless feature of the Nintendo DS without first consulting your doctor or the manufacturer of your medical device.
- Observe and follow all regulations and rules regarding use of wireless devices in locations such as hospitals, airports, and on board aircraft. Operation in those locations may interfere with or cause malfunctions of equipment, with resulting injuries to persons or damage to property.

⚠WARNING - Repetitive Motion Injuries and Eyestrain

Playing video games can make your muscles, joints, skin or eyes hurt. Follow these instructions to avoid problems such as tendinitis, carpal tunnel syndrome, skin irritation or eyestrain:

- Avoid excessive play. Parents should monitor their children for appropriate play.
- Take a 10 to 15 minute break every hour, even if you don't think you need it.
- When using the stylus, you do not need to grip it tightly or press it hard against the screen. Doing so may cause fatigue or discomfort.
- If your hands, wrists, arms or eyes become tired or sore while playing, or if you feel symptoms such as tingling, numbness, burning or stiffness, stop and rest for several hours before playing again.
- If you continue to have any of the above symptoms or other discomfort during or after play, stop playing and see a doctor.

⚠WARNING - Battery Leakage

The Nintendo DS contains a rechargeable lithium ion battery pack. Leakage of ingredients contained within the battery pack, or the combustion products of the ingredients, can cause personal injury as well as damage to your Nintendo DS.

If battery leakage occurs, avoid contact with skin. If contact occurs, immediately wash thoroughly with soap and water. If liquid leaking from a battery pack comes into contact with your eyes, immediately flush thoroughly with water and see a doctor.

To avoid battery leakage:

- Do not expose battery to excessive physical shock, vibration, or liquids.
- Do not disassemble, attempt to repair or deform the battery.
- Do not dispose of battery pack in a fire.
- Do not touch the terminals of the battery, or cause a short between the terminals with a metal object.
- Do not peel or damage the battery label.

Important Legal Information

REV-E

This Nintendo game is not designed for use with any unauthorized device. Use of any such device will invalidate your Nintendo product warranty. Copying of any Nintendo game is illegal and is strictly prohibited by domestic and international intellectual property laws. "Back-up" or "archival" copies are not authorized and are not necessary to protect your software. Violators will be prosecuted.

The official seal is your assurance that this product is licensed or manufactured by Nintendo. Always look for this seal when buying video game systems, accessories, games and related products.

Official Nintendo Seal ™

Nintendo does not license the sale or use of products without the Official Nintendo Seal.

THIS GAME CARD WILL WORK ONLY WITH THE NINTENDO DS™ VIDEO GAME SYSTEM.

1-2 Wireless DS Single-Card Download Play

THIS GAME ALLOWS WIRELESS MULTIPLAYER GAMES DOWNLOADED FROM ONE GAME CARD.

1-2 Wireless DS Multi-Card Play

THIS GAME ALLOWS WIRELESS MULTIPLAYER GAMES WITH EACH DS SYSTEM CONTAINING A SEPARATE GAME CARD.

EVERYONE 10+ E 10+ CONTENT RATED BY ESRB

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⚠ CAUTION - Stylus Use

To avoid fatigue and discomfort when using the stylus, do not grip it tightly or press it hard against the screen. Keep your fingers, hand, wrist and arm relaxed. Long, steady, gentle strokes work just as well as many short, hard strokes.

STARTING YOUR ADVENTURE

To begin playing, insert the Might and Magic® Clash Of Heroes® Game Card into your Nintendo DS™ system and push the Power Button.

To begin your adventure, you will need to choose a profile slot to keep a record of your journey. When you want to take a break, you can simply save your progress either by pressing START and selecting Save, or by using the corresponding Adventure Menu section.

Make sure the Nintendo DS™ console is switched off and insert the Might and Magic Clash Of Heroes Game Card securely into your Nintendo DS™ system.

Turn the Nintendo DS™ system ON.

To load the game, touch the icon on the Touch Screen (unless your Nintendo DS™ is set to Automatic Start-Up).

On the Select Language screen, select the language you wish to use during the game.

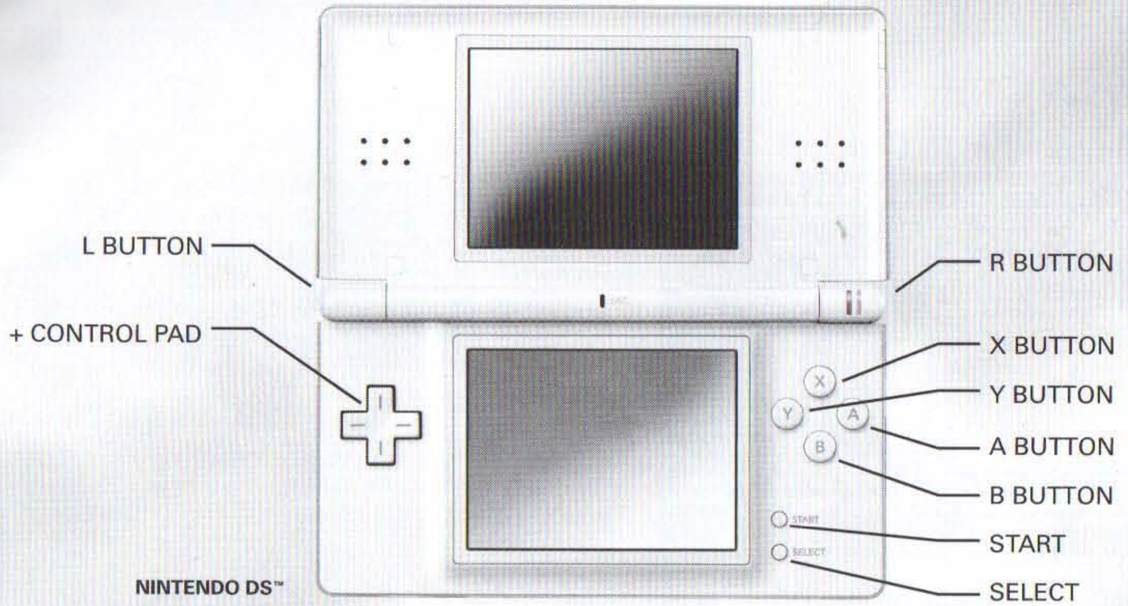
Begin play from the Main Menu.

Once you have chosen your profile, the Main Menu will appear with the following options:

- **Campaign –** This will launch a single-player campaign.
- Once Campaign mode is selected, the Profile menu will appear. You have two options:
  - **New Game –** Start a new game.
  - **Saved Game –** This allows you to continue playing a previously saved game. Select one of the two available saved positions to load a game and your current hero.

  NOTE: You can also delete and copy a saved game using the corresponding buttons.
- **Quick Battle –** To play a quick battle against the CPU.
- **Multiplayer –** To play a versus battle against a friend.
- **Tutorials –** To access all the tutorials of the game.

CONTROLS



All game controls can be performed using the stylus or the +Control Pad and the buttons of the Nintendo DS™ console.

Classic Controls

Battle Controls

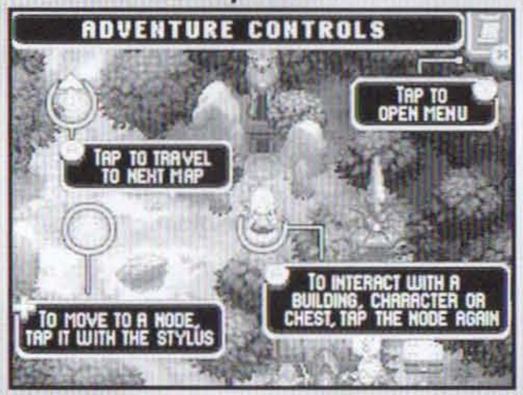
R Button – Reinforcements
L Button – Reinforcements
B Button – Destroy Selected Unit
Y Button – End Turn
+Control Pad – Move Cursor
X Button – Hero Spell
A Button – Confirm

Adventure Map Controls

+Control Pad – Move Character
X Button – Open Adventure Menu
A Button – Action

Stylus Controls

Adventure Map Controls


ADVENTURE CONTROLS
TAP TO OPEN MENU
TAP TO TRAVEL TO NEXT MAP
TO INTERACT WITH A BUILDING, CHARACTER OR CHEST, TAP THE NODE AGAIN
TO MOVE TO A NODE, TAP IT WITH THE STYLUS

To move your hero around the environment, simply touch the stylus over a node on the Adventure Map. Touch again on the node to check or interact with the characters.

To access the Adventure Menu, simply touch the icon in the upper right corner of the Touch Screen. Then, you simply need to touch on the desired sub menu button to access it.

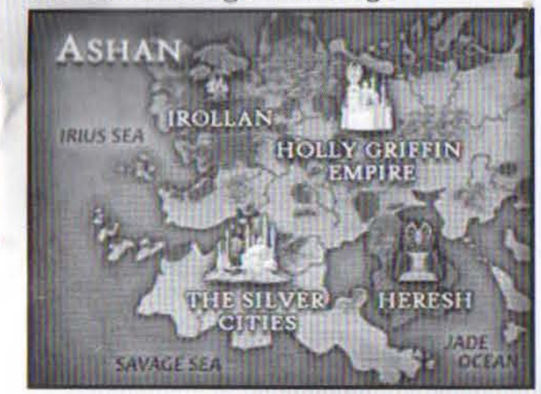
Battle Controls

BATTLE CONTROLS
TAP FOR REINFORCEMENTS
TAP TO END YOUR TURN
TAP TO USE HERO SPELL
MOVE THE STYLUS DOWN TO GRAB, LEFT/RIGHT TO MOVE & UP TO LAUNCH UNITS
HP 10/10
2
0
TO DELETE A UNIT OR WALL, SELECT IT & HOLD THE STYLUS ON IT.

NOTE: You can also delete a unit or a wall by either pressing the B Button or by selecting it and holding the stylus on it. This technique will enable you to create powerful combos.

INTRODUCTION

The World of Might and Magic



Heroes of Ashan

ANWEN: A promising Elven tracker and hunter. She cares deeply for the forests and their inhabitants.

SYLVAN: Sylvans lack attack and defensive power but have increased speed on the battlefield. Players who enjoy hitting their opponents quickly and often will gravitate toward this faction.

WALL ABILITY: Sylvan walls re-grow after every turn and eventually reach full strength thanks to their plant-like nature.

SPELL (SNIPER SHOT): The Hero fires an arrow across the desired column (chosen with the launcher), which deals heavy damage.

GODRIC: Son and heir of Lord Edric, Godric is defined by his strict sense of order and duty and by his unswerving allegiance to the Griffin Empire.

HAVEN: A human faction with average stats, slightly favoring defensive attributes.

WALL ABILITY: Haven's Castle Walls are stronger than average.

SPELL (HOLY SHIELD): Creates a temporary wall barrier at the bottom of the battlefield, blocking up to 20 HP per wall.

FIONA: She is Godric's younger sister. A beautiful young woman fascinated by mysticism and the occult.

NECROPOLIS: These undead necromancers utilize the darkest techniques to assault their enemies with rotting, undying troops. With dark magic on its side, the Necropolis faction benefits from increased defensive abilities and strong magical attributes.

WALL ABILITY: Necro walls are formed from dead units' bones so that even when killed your units still protect you. When an enemy attack plows through Necropolis units, those units shatter into bones that reform walls at the beginning of your next turn.

SPELL (BLOOD RITUAL): All idle Core units on the player's battlefield form an energy ball, equal in strength to their toughness. All energy is then combined into the player's launcher, which can then be fired in any column.

AIDAN: He is Godric's younger brother. Often bitter and jealous, his views on life and himself will change as eagerness for power will corrupt his heart.

INFERNO: The chaotic demon horde relies on pure power to crush its enemies. Inferno battle units have increased attack power to make up for their weak defensive capabilities. Though slower than most armies, players will be able to utilize many powerful offensive strategies with this faction.

WALL ABILITY: Inferno walls will deal fire damage to attacking units.

SPELL (FIERY BRIMSTONE): All the walls on the Hero's battlefield change into fireballs instantly launched at the enemy. The stronger the walls, the harder they hit!

NADIA: An unusually gifted mage. She will receive from her mother, the famous wizard Delara, a mysterious magical power making her a key character in defending Ashan from chaos.

ACADEMY: This faction is a magical powerhouse and benefits from increased magical abilities. Basing all their techniques on magic use, the Academy lack attack power as well as defense skills, but you will appreciate the unorthodox and varied tactics that the Academy provides.

WALL ABILITY: The longer the wall, the more the wall is protective. Used poorly in battle, walls will seem weak and insignificant.

SPELL (LIGHTNING STRIKE): Five powerful lightning shots randomly strike the enemy's battlefield, inflicting damage to anything they hit.

EXPLORING THE WORLD OF ASHAN

The first step on your adventure will be to explore your surroundings by using a node system and a mini-map to travel around.

Node System

Your hero will be able to explore the world of Ashan by touching on interactive nodes. There are different types of nodes with specific roles and uses.

Resource Nodes – Gold, gems, and ore can be collected while exploring. You will need resources to buy more advanced armies in specific unit dwellings.

Treasure Chest Nodes – Artifacts and additional resources can be found inside. Some of the chests are more difficult to reach than others.

Character Nodes – You can talk with different characters that are dispatched on the maps. Some will help your hero in completing a quest or will give you valuable information, while others will challenge you in battle.

Gameplay Nodes – You will be facing some challenges during your exploration where you'll be asked to use nodes in a specific order or with the right timing.

Secret Nodes – Some nodes seem normal but are special. The player will have to interact with them to discover hidden passages and treasures!

Character Icons

Various characters have different icons above them that mean different things.

The gold question mark icon means the character is related to a current main quest.

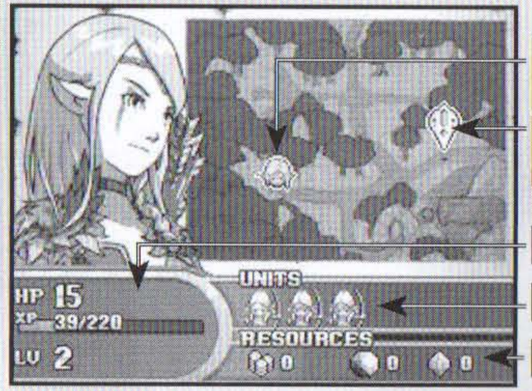
The silver question mark icon means the character is related to a side quest.

The gold swords icon means the character will battle you and the battle is related to a current main quest.

The silver swords icon means the character will battle you and the battle is related to a side quest.

The swords and skull icon means the character is a boss and will offer a tougher battle.

Mini-Map



Current position of the hero

Position of the next Quest

Hero's statistics

Your army units

Resources

While on the Adventure map, the Top Screen displays a mini-map that gives you a general overview of the environment and indicates the path to the next quest. If you're lost, be sure to look at this indication!

You can also see your hero's statistics (HP, XP, and level), your army units, and your resources.

Using the Adventure Menu

Opening the Adventure Menu

Save section

Quest section

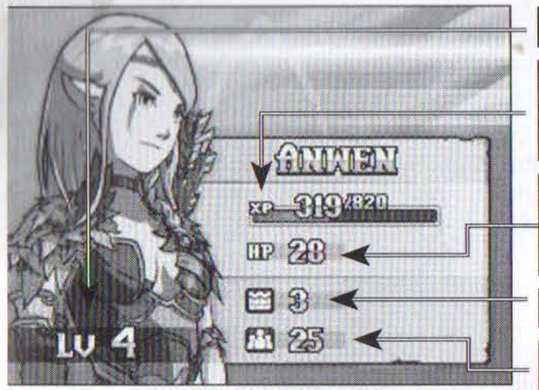
Artifact section

Army section

Hero section

Let's have a look at all the options you'll find in the Adventure menu. To display it, press the X Button or touch the icon in the upper right corner of the Touch Screen with your stylus. To access a Menu section, simply touch on one of the displayed tabs.

Hero Section



Your hero's level

The number of Experience points (XP) your hero has.

The number of Health Points (HP) your hero has.

Wall resistance

Number of units available for battle.

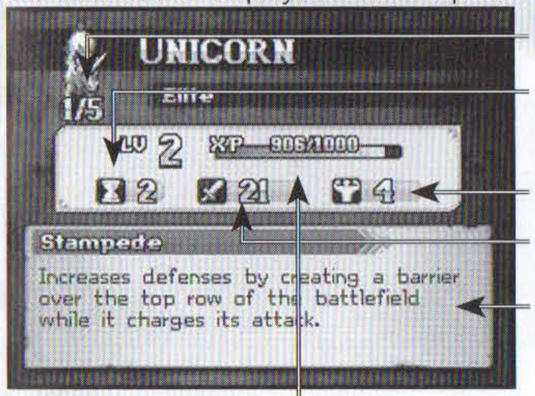
Allows you to see your hero's attributes, abilities, and resources.

The Top Screen will allow you to check the following information:

On the Touch Screen, you will be able to see an explanation of your hero's spell and his wall ability. Every hero has their own spell and wall ability so make sure to have a look at these when controlling a new hero!

Army Section

The Top Screen will display unit information. Simply select a unit on the Touch Screen to see the information displayed on the Top Screen:



Unit current stock

Number of turns needed before the unit attack

Idle unit HP

Unit attack power

Unit ability description

The number of XP your unit has.

Select Your Units

The Touch Screen allows you to select the units that will compose your army during battles. Note that your army contains three slots for Core units and two slots for either Elite or Champion units.

To place a unit in your current army, either drag and drop the wanted unit from the list to the slots with the stylus or select it and validate the slot by pressing the A Button.

Artifact Section

Allows you to select the artifact you want to equip among the list of artifacts you discovered during the campaign.

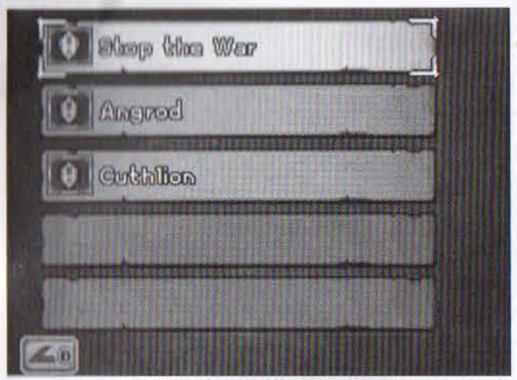
Artifacts are magical items of all sorts (bracelets, necklaces, rings, boots, etc.) that will give heroes passive attribute/status boosts for battles while equipped.

You can toggle through the different artifacts on the Touch Screen, while the Top Screen gives you a description of the bonus it provides. You can only equip one artifact at a time.

Select Your Artifact

To equip an artifact, either drag and drop the wanted artifact icon from the list to the slots with the stylus or select it and validate the slot by pressing the A Button.

Quest Section



Allows you to have a quick look at all the different quests in progress.

The gold shield icon indicates a main quest. A silver shield icon indicates a side quest.

Save Section

Allows you to save your progression directly.

LET BATTLE COMMENCE!

When you encounter enemies in the Adventure map, battle begins! You will control your army assisted by your hero and his special abilities.

The Battle Screen

Current Hero HP

Hero spell gauge

Number of units available for reinforcement

Number of moves left

Battle Objectives

There are different battles with various objectives:

Standard Battle – Defeat the enemy hero by negating his HP.

Random Battle – Appears suddenly on the Adventure map. The player has the choice to either do nothing and put up a fight or touch the shield icon (or press the B Button) to avoid the fight.

Special Battle – Special battles will introduce specific objectives. Some special battles introduce obstacles in the battlefield, while others will ask you to protect an object. You will have to analyze the battlefield to solve these challenges.

Puzzle Battle – It's a very short and scripted battle. The player must find the right combination to destroy all enemy units in one turn.

Boss Fight – A boss appears and battles directly on the battleground. Analyze his movements and target him in a special way to defeat him. There is one boss per campaign.

Basic Battle Tactics

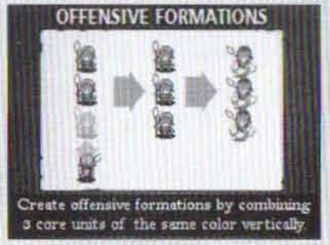
Basic battle tactics include creating walls for defense and charging units for attack:

Walls – You can create Level 1 walls by horizontally combining Core units of the same color in rows of 3, 4, or 5. When you create two sets of walls placed back to back they become a Level 2 wall and gain extra defensive strength! Each faction wall has specific abilities, so make sure you go to the Hero menu to learn more about those abilities!

Charged Units – To launch charged units you have to create different vertical formations of units of the same color. Core, Elite, and Champion units all have a specific pattern to follow.

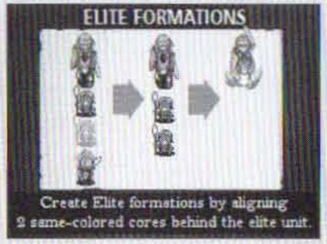
Core Units

3 identical Core units of the same color



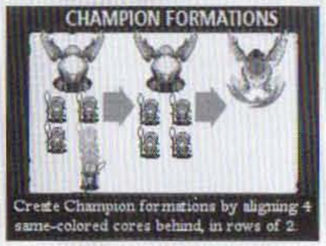
Elite Units

2 Core units on top of 1 Elite unit of the same color



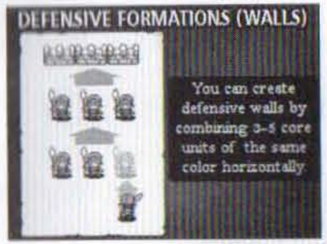
Champion Units

2 rows of 2 Core units on top of 1 Power unit of the same color



Wall

Combine 3 to 5 Core units of the same color horizontally to create a defensive wall



NOTE: No walls can be formed with advance units (Elite and Champion)

Advanced Battle Tactics

Once the basic moves are mastered, you'll be able to make advanced combinations that will help you take the advantage in difficult battles.

Combo

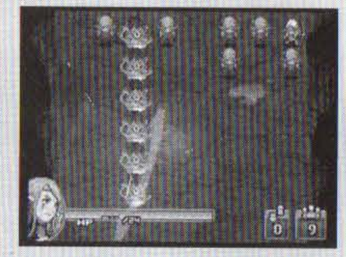
You can create a wall and a charged formation in a single move by placing a Core unit in such a way that you create a vertical and a horizontal combination.

Chain

You can make chains by deleting units that are blocking the creation of a wall or charged formation. When making a chain, you will not lose movement points.

Link

Link attacks occur when two or more attack formations of the same color (it can be a mix of Core, Elite, and Power formations) are launching on the same turn. Both formations will get an attack bonus. The link can be broken if one of the formations is destroyed before launch.



Fusion

You can boost the attack of charged units by creating another charged unit behind the first one. In the screen below, placing 3 red Core units behind the red charged core formation will create a fusion, boosting the charged formation attack.

Losing Elite and Champion Units

There are two ways you can lose Elite and Champion units while in battle:

If one of those units gets killed before hitting the enemy hero.

If you delete the unit while in battle, it will be lost.

Retreat

You can choose to retreat while in battle by pressing START and choosing the retreat option but you will lose some resources.

Concluding Combat

When your enemy is defeated, battle ends, and your hero and units receive experience, resources, and sometimes even artifacts. Your hero and creatures will gain a level after earning a certain amount of XP in battle.

When Your Hero Gets Wiped Out

If your hero's HP reaches zero, the game is over. Then, you can either CONTINUE from the last visited node, or load your previously saved game. Make sure to SAVE your progress often during the game!

QUICK BATTLE

Play a quick battle against the CPU. You can choose among the following game options: CPU's faction, difficulty, and enable artifacts. You will then be asked to choose your faction, your units, and your artifact if that option is enabled.

NOTE: You'll find more information on how to choose your units and artifact in USING THE ADVENTURE MENU section.

MULTIPLAYER

Multi-Card Play

With the wireless communications feature, you can play a quick battle against a friend that also has a Nintendo DS™ system and the Might and Magic Clash of Heroes Game Card.

During wireless game play, if communication seems to be affected by other electronic devices, move to another location or turn off the interfering device. You may need to reset the power on the Nintendo DS and start the game again.

DS Wireless Communications (Multi-Card Play)

Here is an explanation of how to play using Multi-Card Play.

The things you'll need:

- Nintendo DS™ or Nintendo DS™ Lite systems – One for each player
- Might and Magic Clash of Heroes Game Card – One for each player

Connection Procedures

Make sure that the power is turned off on all systems, and insert the Game Card into each system.

Turn the power on. If the Start-up Mode of your system is set to MANUAL MODE, the Nintendo DS Menu Screen will be displayed. In case it is set to AUTO MODE, skip the next step and go on with step 4.

Touch the Might and Magic Clash of Heroes Panel, then simply follow the instructions. Choose Multiplayer in the Main Menu.

Host Game

Select Host Game. Wait until the other player connects, then you can choose the Hero Level, the Army Level, the Timer, and the availability of artifacts.

NOTE: You'll find more information on how to choose your units and artifact in USING THE ADVENTURE MENU section.

You can then select your hero, your army, and your artifact (if enabled).

Join Game

If you wish to join a game hosted by another player, select Join Game. Then select the host you wish to join in the list of existing games.

Wait until host player chooses game options. You can then select your hero, your army, and your artifact (if enabled).

NOTE: You'll find more information on how to choose your units and artifact in USING THE ADVENTURE MENU section.

Single-Card Play

Play a quick battle against a friend that does not have the Might and Magic Clash of Heroes Game Card, via the wireless communications feature.

DS Wireless Communications (Single-Card Play)

Here is an explanation of how to play using Single-Card Play.

You'll need the following:

- Nintendo DS™ or Nintendo DS™ Lite systems – One for each player
- Might and Magic Clash of Heroes Game Card – One Game Card

Connection Procedures

Make sure that the power is turned off on all systems and insert the Game Card in one system.

Turn the power on. If the Start-up Mode of your system is set to MANUAL MODE, the Nintendo DS Menu Screen will be displayed. In case it is set to AUTO MODE, skip the next step and go on with step 4.

Touch the Might and Magic Clash of Heroes Panel, then follow the following instructions:

Host Game

If you have the Might and Magic Clash of Heroes Game Card, select SEND DEMO in the main menu of the game.

Join Game

If you don't have the Might and Magic Clash of Heroes Game Card, turn the power of your Nintendo DS on, and touch the DS downloads panel.

Register Your Game for Insider Access!

It's painless, we swear. Not to mention you'll enjoy all the benefits of registration, including:

- Exclusive first access to in-game content: maps, skins, and downloads
- A wealth of news updates and pre-release game information
- Community involvement through official forums and blogs
- Invitations to join private betas and preview upcoming game demos
- Access to an extensive library of game walkthroughs and help files
- So much more!

Just go to www.ubireg.com to get started.

Thanks,
The Ubisoft Team

Might and Magic® Clash Of Heroes®

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TECHNICAL SUPPORT

Before contacting Ubisoft's Technical Support Department, please first read through this manual. Also browse through our FAQ listings or search the support database at our website, **http://support.ubi.com**. Here you will find the most recently updated information since the game's release.

Whenever you contact the Technical Support Department, please include the following information or have it available if you are calling:

- Full product title
- Game console you are using

Support Over the Internet

This is the best way to find answers to common issues with our games. Our Frequently Asked Questions list is available 24 hours a day, 7 days a week and contains the most up-to-date Technical Support information available, including patches that can be downloaded free of charge. We update the Support pages on a daily basis, so please check here first for solutions to your problems: **http://support.ubi.com.**

Contact Us by Webmail

Due to high volumes of spam, viruses, and other non-support-related contacts, we no longer offer support via standard email. However, we do provide something better, webmail. By taking your questions directly through our website, we have completely eliminated all spam contacts. As a result, we are able to respond to your questions much more quickly than we could through standard email. To send us a webmail, simply log into our site at **http://support.ubi.com.**

From this site, you will be able to enter the Ubisoft Solution Center, where you can browse through our lists of Frequently Asked Questions (FAQ), search our database of known problems and solutions, and send in a request for personal assistance from a Technical Support representative by using the **Ask a Question** feature on the Frequently Asked Questions page. Most webmail contacts are responded to within two business days.

Contact Us by Phone

You can also contact us by phone by calling **(919) 460-9778**. Please note that this number is for technical assistance only. No gameplay hints or tips are given over the Technical Support line. When calling our Technical Support line, please make sure you are in front of your gaming system and have all of the necessary information listed above at hand.

Be advised that our Technical Support representatives are available to help you **Monday through Friday from 9 am–9 pm Eastern Time**.

While we do not charge for technical support, normal long distance charges apply. To avoid long distance charges, or to contact a support representative directly after these hours, please feel free to browse our Frequently Asked Questions lists or to send us a webmail. Webmail questions usually receive a response within two business days.

Pour du service en français, veuillez contacter / Para la ayuda en español llame:
(866) 824-6515

Contact Us by Standard Mail

If all else fails you can write to us at:

Ubisoft Technical Support • 3200 Gateway Centre Blvd. • Suite 100 • Morrisville, NC 27560

Return Policy

Please do not send any game returns directly to Ubisoft before contacting Technical Support. It is our policy that game returns must be dealt with by the retailer or online site where you purchased the product. If you have a damaged game cartridge, please visit the FAQ listing for your game and get the latest replacement policy and pricing. We will not accept unsolicited returns/exchanges without prior approval and an RMA (Return Materials Authorization) number from a support representative.

WARRANTY

Ubisoft warrants to the original purchaser of its products that the products will be free from defects in materials and workmanship for a period of ninety (90) days from the date of purchase. Ubisoft products are sold "as is," without any expressed or implied warranties of any kind, and Ubisoft is not liable for any losses or damages of any kind resulting from use of its products. Ubisoft agrees for a period of ninety (90) days to either replace defective product free of charge provided you return the defective item with dated proof of purchase to the store from which the product was originally purchased or repair or replace the defective product at its option free of charge, when accompanied with a proof of purchase and sent to our offices postage prepaid. This warranty is not applicable to normal wear and tear, and shall be void if the defect in the product is found to be as a result of abuse, unreasonable use, mistreatment, or neglect of the product.

Limitations

This warranty is in lieu of all other warranties and no other representations or claims of any nature shall be binding on, or obligate Ubisoft. Any implied warranties applicable to Ubisoft products, including warranties of merchantability and fitness for a particular purpose, are limited to the ninety (90) day period described above. In no event will Ubisoft be liable for any special, incidental, or consequential damages resulting from possession, use, or malfunction of Ubisoft products. Some states do not allow limitations as to how long an implied warranty lasts and/or exclusions or limitations of incidental or consequential damages. So the above limitations and/or exclusions of liability may not apply to you. This warranty gives you specific rights, and you may also have other rights that vary from state to state.

Notice: Ubisoft reserves the right to make improvements in its products at any time and without notice.

Refunds

Ubisoft cannot provide refunds or otherwise process returns for credit of any kind other than an identical product replacement. Any product refund request must occur at the place of purchase, as the individual retail outlets set their own refund policy. This policy covers identical product replacements only.

Product/Documentation Replacements

Please contact a Ubisoft Technical Support Representative directly before sending your product to us. In many cases, a replacement is not the best solution. Our Support Representatives will help you determine if a replacement is necessary or available. You will need to first acquire an RMA (Return Materials Authorization) number to process your return or replacement. Without an RMA number from a Support Representative, your replacement request will not be processed.

If we determine a return or replacement is necessary:

Within the 90-Day Warranty Period

Please return the product (media only) along with a copy of the original sales receipt, showing the date of purchase, a brief description of the difficulty you are experiencing including your name, address (no PO boxes), RMA number, and phone number to the address below. If the product was damaged through misuse or accident (cracks, scratches), or if you do not have a dated sales receipt, then this 90-day warranty is rendered void and you will need to follow the instructions for returns after the 90-day warranty period.

After the 90-Day Warranty Period

Please return the product (media only) along with a check or money order for the amount corresponding to your product (see replacement fees below) made payable to Ubisoft, a brief description of the difficulty you are experiencing, including your name, address (no PO boxes), RMA number, and phone number to the address below.

Replacement Fees

Our most recent replacement fee schedule is available online. Please visit **http://support.ubi.com** for an updated price list.

Warranty Address and Contact Information

Phone: 919-460-9778
Hours: 9am–9pm (EST), M–F
Address:
Ubisoft Replacements • 2000 Centre Green Way • Suite 300 • Cary, NC 27513
Please use a traceable delivery method when sending products to Ubisoft.

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